

ATTACHMENT

General Question #6

The following contact person has been designated to work with Staff on all issues related to the processing of this application:

Name: Martin A. Nadwodney
 Title: Manager, Special Projects
 Mailing Address: 8929 Broadway, Merrillville, IN., 46410
 Voice: 219-650-5555 or 800-935-2181
 Facsimile: 219-650-5545 or 888-852-6982
 Email Address: marty@midwesttele.com

The following contact person has been designated as the contact person for all consumer issues, consumer complaint resolution and technical and service quality issues:

Name: Tammy Maclin
 Title: Manager, Customer Care
 Mailing Address: 8929 Broadway, Merrillville, IN., 46410
 Voice: 219-650-5555 or 800-935-2181
 Facsimile: 219-650-5545 or 888-852-6982
 Email Address: tammy@midwesttele.com

The following person has been designated as the contact person for "tariff" and pricing issues, 911 issues and security/law enforcement:

Name: Jim Smutniak
 Title: Vice President
 Mailing Address: 8929 Broadway, Merrillville, IN., 46410
 Voice: 219-650-5555 or 800-935-2181
 Facsimile: 219-650-5545 or 888-852-6982
 Email Address: jim@midwesttele.com

Managerial Question #17

How will Applicant bill for its service(s)? (At a minimum, describe how often the Applicant will bill for service and details of the billing statement).

Midwest Telecom of America, Inc. complies with Section 735.70 whereas we invoice our customers on a monthly basis. Midwest Telecom of America will include an itemization of charges for:

- exchange access (basic local service as requested by the customer),
- local service, extended area service,
- equipment,
- enhanced and other local services,
- the period of time for which the local service and equipment charges apply,
- a contact phone number for all billing, trouble reporting and service issues, and
- the due date of the bill

Midwest Telecom of America will also provide the separate listing of the following:

- additional charges due to state message tax,
- municipal messages tax,
- municipal consumer tax, and
- federal excise tax

Managerial Question #18

How does Applicant propose to handle service, billing, and repair complaints? (At a minimum, describe Applicant's internal process for complaint resolution, the complaint escalation process, the timeframe and process by which the customer is notified by Applicant that they may seek assistance from the Commission.)

Every Midwest Telecom of America, Inc. customer is assigned to an Account Manager, who is responsible for every aspect of the account, including ordering new service, maintaining existing service, billing and repair issues. If the Account Manager cannot respond to the satisfaction of the customer, the customer's call is immediately transferred to the Manager of the Customer Care Department. If the Manager of the Customer Care Department cannot resolve the issue, the Vice President of Midwest Telecom of America will contact the customer no later than the next business day to try to resolve the issue, The Vice President has final say in the resolution of the issue and if the customer is still not satisfied, the Vice President will:

1. Clarify with the customer that they have the right to contact the ICC for assistance and also clarify with the customer that,
2. The customer can notify us in writing via U.S. Certified Mail or via facsimile of a performance problem regarding service provided by Midwest Telecom of America, Inc. If the problem is not resolved within fifteen business days from the date of original notification, the customer shall have the absolute right to terminate our agreement by selecting an alternative service. The right to terminate our agreement for service performance is null and void in the event that service problems are verified to be cause by entities other than Midwest Telecom of America, Inc., or in the event that service performance problems are verified to result from customer premise equipment malfunction.

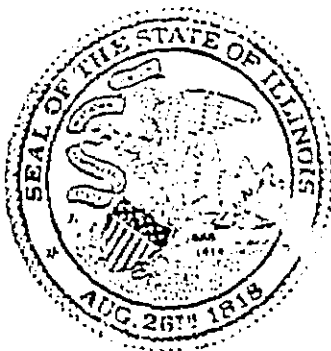


094291092

Whereas, APPLICATION FOR CERTIFICATE OF AUTHORITY TO TRANSACT BUSINESS IN THIS STATE OF
MIDWEST TELECOM OF AMERICA, INC.
INCORPORATED UNDER THE LAWS OF THE STATE OF INDIANA HAS BEEN FILED IN THE OFFICE OF THE SECRETARY OF STATE AS PROVIDED BY THE BUSINESS CORPORATION ACT OF ILLINOIS, IN FORCE JULY 1, A.D. 1984.

Now Therefore, I, George H. Ryan, Secretary of State of the State of Illinois, by virtue of the powers vested in me by law, do hereby issue this certificate and attach hereto a copy of the Application of the aforesaid corporation.

In Testimony Whereof, I hereto set my hand and cause to be affixed the Great Seal of the State of Illinois, at the City of Springfield, this 16TH day of MARCH A.D. 19 92 and of the Independence of the United States the two hundred and 16TH.



George H. Ryan
SECRETARY OF STATE

GEORGE H. RYAN

File #

Submit in Duplicate

Remit payment in Certified Check,
Cashiers' Check or a Money Order,
payable to "Secretary of State".
DO NOT SEND CASH!

SECRETARY OF STATE
State of Illinois

APPLICATION FOR CERTIFICATE
OF AUTHORITY TO TRANSACT
BUSINESS IN ILLINOIS

This Space For Use By
Secretary of State

Date 3-16-92
License Fee \$
Franchise Tax \$ 27.00
Filing Fee \$ 25.00
Penalties \$
Clerk D 91 102.00

Pursuant to the provisions of "The Business Corporation Act of 1983", the undersigned corporation hereby applies for a certificate of authority to transact business in the State of Illinois and submits the following statement.

- 1 The name of the corporation is Midwest Telecom of America, Inc.
(State contains the words "corporation", "company", "incorporated".)

PAID

MAR 17 1992

(To be completed only if the corporate name is not available)

and, the name which it elects to assume for use in Illinois, hereby agreeing NOT to use its corporate name in the transaction of business in Illinois, is _____

- 2 State or Country of Incorporation Indiana Date of Incorporation 1/30/92 Period of Duration Perpetual

- 3 The address of its principal office, wherever located, is 8153 Westwood Court, A-203,
Crown Point, IN 46307

and the address of its principal office in Illinois is N/A

- 4 The name and address of its registered agent and its registered office in Illinois are:

Registered Agent C. Douglas Johnson
First Name Middle Name Last Name

Registered Office 2021 Midwest Road, Suite 100
Number Street Suite # (A PO box alone is not acceptable)
Oakbrook 60521 Dupage
City Zip Code County

- 5 The states and countries in which it is admitted or qualified to transact business are:

- 6 The names and respective residential addresses of its officers and directors are:

	No. & Street	City	State	Zip
President Cary W. Smith	125 Harrington St., Apt C-6	Crown Point	IN	46307
Secretary Cary W. Smith	125 Harrington St., Apt C-6	Crown Point	IN	46307
Director Cary W. Smith	125 Harrington St., Apt C-6	Crown Point	IN	46307
Director James Smutniak	15625 91st St.	Dyer	IN	46311
Director				

0 9 4 2 9 1 U Y Z

8. The number of shares which it is authorized to issue and which it has issued are:

Class	Par Value	Number of Shares Authorized	Number of Shares Issued
<u>COMMON</u> A	<u>No par value</u>	<u>4,000</u>	<u>4,000</u> <u>CWS</u>
<u>COMMON</u> B	<u>No par value</u>	<u>5,000</u>	<u>0</u>

* A declaration as to a "par value" is optional, unless the articles of incorporation make a declaration. When no reference to par value is desired, indicate "none".

9. The amount of paid-in capital** is

\$ 12,000.00

** "Paid-in Capital" replaces the terms Stated Capital & Paid-in Surplus and is equal to the total of these accounts.

10. (a) —Give an estimate of the total value of all the property of the corporation for the following year

\$ 6,000.00

- (b) —Give an estimate of the total value of all the property of the corporation for the following year that will be located in Illinois

\$ 0

- (c) —State the estimated total business of the corporation to be transacted by it everywhere for the following year

\$ 200,000.00

- (d) —State the estimated annual business of the corporation to be transacted by it at or from places of business in the State of Illinois

\$ 100,000.00

11. INTERROGATORIES

- ... (a) To what office or offices will all contracts with the corporation be forwarded for final acceptance?
8153 Westwood Court, A-203, Crown Point, IN 46307

- (b) The number of shares of all classes owned by residents of Illinois is: 0

- (c) The number of shares of all classes owned by non-residents of Illinois is: 4,000 CWS

- (d) Is the corporation transacting business in this State at this time? Yes

- (e) If your answer is in the affirmative, state the exact date on which it commenced to transact business in Illinois: February 1, 1992

12. This application is accompanied by a copy of the articles of incorporation, as amended, duly authenticated by the proper officer of the State or Country wherein it is incorporated, which certification is not more than ninety (90) days old.

• PROPERTY as used in this application shall apply to all property of the corporation, real, personal, tangible, intangible, or mixed without qualifications

... When the response to #11(a) has ONLY an Illinois address, then the total business as reflected in #10(c) is also considered to be Illinois business for the purpose of computing the Illinois allocation factor. By signing this application, the corporation affirms that it is aware that the amount of paid-in capital, and consequently the amount of license fees and franchise taxes, may be proportionately higher due to the Illinois address shown under #11(a).

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Form BCA-13.15

File No. _____

**APPLICATION FOR CERTIFICATE
OF AUTHORITY TO
TRANSACTION BUSINESS IN ILLINOIS**

Filing Fee \$75.00 plus applicable license fee
and franchise tax

FILED

MAR 16 1992

GEORGE H. RYAN
SECRETARY OF STATE

RETURN TO:

Corporation Department
Secretary of State
Springfield, Illinois 62756
Telephone 217 — 782-6961

C-1713

The undersigned corporation has caused this statement to be signed by its duly authorized officers, each of whom affirm, under penalties of perjury, that the facts stated herein are true.

Dated February, 19 92

attested by

(Signature of Secretary or Assistant Secretary)

Cary M. Smith
(Type or Print Name and Title)

Midwest Telecom of America, Inc.

(Name of Corporation)

by

(Signature of President or Vice President)

Cary M. Smith
(Type or Print Name and Title)

STATE OF ILLINOIS

Office of the Secretary of State

I hereby certify that this is a true and correct copy, consisting of five pages, as taken from the original on file in this office.



Jesse White

JESSE WHITE
SECRETARY OF STATE

DATED: Sept 6, 2001

BY: Nichell Chas

RECEIVED
SECRETARY OF STATE

SEP 6 2001

EXP. FEES 25-

COPY FEES 10-

**STATE OF INDIANA
OFFICE OF THE SECRETARY OF STATE
CERTIFICATE OF EXISTENCE**

To Whom These Presents Come, Greetings:

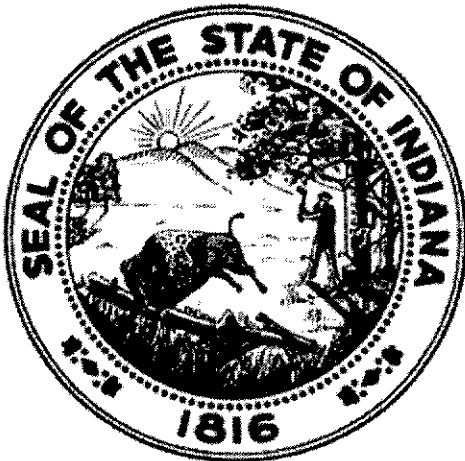
I, SUE ANNE GILROY, Secretary of State of Indiana, do hereby certify that I am, by virtue of the laws of the State of Indiana, the custodian of the corporate records, and proper official to execute this certificate.

I further certify that records of this office disclose that

MIDWEST TELECOM OF AMERICA, INC.

duly filed the requisite documents to commence business activities under the laws of State of Indiana on January 30, 1992, and was in existence or authorized to transact business in the State of Indiana on November 15, 2002.

I further certify this For-Profit Domestic Corporation has filed its most recent report required by Indiana law with the Secretary of State, or is not yet required to file such report, and that no notice of withdrawal, dissolution or expiration has been filed or taken place.



In Witness Whereof, I have hereunto set my hand and affixed the seal of the State of Indiana, at the city of Indianapolis, this Fifteenth Day of November, 2002 .

Sue Anne Gilroy

SUE ANNE GILROY, Secretary of State

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